

	Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
	L1	542	(updat\$4 or upload\$5 or record\$3) NEAR4 (vehicle\$2 or automobile\$2 or car) NEAR4 (maintenance or service)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:05
Kwic	L2	199	(updat\$4 or upload\$5 or record\$3) NEAR2 (vehicle\$2 or automobile\$2 or car) NEAR2 (maintenance or service)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:19
Kwic	L3	185	(vehicle\$2 or automobile\$2 or car or fleet) NEAR2 (maintenance or service) NEAR2 (record\$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:19
	L4	303	(vehicle\$2 or automobile\$2 or car or fleet) NEAR2 (maintenance or service) NEAR2 (record\$2 or history or histories)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:19
Kwic	L5	86	4 AND ((oil NEAR2 chang\$4) or (body ADJ work) or alignment)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:50
	L6	0	(e-mail\$5 or (e ADJ mail\$5) or email\$5 or automatic\$5 or electronic\$5) NEAR3 (service or maintenance or (oil NEAR2 change)) NEAR3 (remind\$5 or alert\$5) NEAR5 (history or histories or record or records) NEAR3 (vehicle\$2 or automobile\$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:52
	L7	8603	(e-mail\$5 or (e ADJ mail\$5) or email\$5 or automatic\$5 or electronic\$5) SAME (service or maintenance or (oil NEAR2 change)) SAME (remind\$5 or alert\$5) (history or histories or record or records) NEAR3 (vehicle\$2 or automobile\$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:53
Kwic	L8	33	(e-mail\$5 or (e ADJ mail\$5) or email\$5 or automatic\$5 or electronic\$5) SAME (service or maintenance or (oil NEAR2 change)) SAME (remind\$5 or alert\$5) SAME (history or histories or record or records) SAME (vehicle\$2 or automobile\$2)\	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:53

kwz

L9	33	(e-mail\$5 or (e ADJ mail\$5) or email\$5 or automatic\$5 or electronic\$5) SAME (service or maintenance or (oil NEAR2 change)) SAME (remind\$5 or alert\$5) SAME (history or histories or record or records) SAME (vehicle\$2 or automobile\$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:53
----	----	--	---	----	-----	------------------

KWT

KWT

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	14	(store or stored or storing or record\$4) NEAR4 (time or times or date or dates) NEAR4 (oil ADJ chang\$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 14:35
L2	68	(store or stored or storing or record\$4) NEAR4 (time or times or date or dates) NEAR4 (vehicle\$2 or automobile\$2) NEAR4 (maintenance\$2 or service\$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 14:37

Your SELECT statement is:

s ((web()(site or page))(5n)(vehicle? ? or automobile? ?)(4n)(history or histories or record or records)(10n)(maintenance or repair or repairs or oil()change? ?)) not py>1999

Dialog
1/6/04

Items	File
-----	-----

2	9: Business & Industry(R)_Jul/1994-2005/Jan 05
1	13: BAMP_2005/Dec W4
1	15: ABI/Inform(R)_1971-2005/Jan 06
4	16: Gale Group PROMT(R)_1990-2005/Jan 06

Processing

2	20: Dialog Global Reporter_1997-2005/Jan 06
1	47: Gale Group Magazine DB(TM)_1959-2005/Jan 06

Examined 50 files

Examined 100 files

3	148: Gale Group Trade & Industry DB_1976-2005/Jan 06
---	--

Examined 150 files

1	256: TecInfoSource_82-2004/Dec
---	--------------------------------

2	275: Gale Group Computer DB(TM)_1983-2005/Jan 06
---	--

Examined 200 files

Examined 250 files

Examined 300 files

1	484: Periodical Abs Plustext_1986-2005/Jan W1
---	---

Examined 350 files

1	553: Wilson Bus. Abs. FullText_1982-2004/Sep
---	--

1	570: Gale Group MARS(R)_1984-2005/Jan 06
---	--

Examined 400 files

2	613: PR Newswire_1999-2005/Jan 05
---	-----------------------------------

1	647: CMP Computer Fulltext_1988-2005/Dec W3
---	---

Examined 450 files

1	674: Computer News Fulltext_1989-2004/Dec W2
---	--

1	713: Atlanta J/Const._1989-2005/Jan 06
---	--

Examined 500 files

1	810: Business Wire_1986-1999/Feb 28
---	-------------------------------------

Examined 550 files

Processing

Processing

17 files have one or more items; file list includes 561 files.
One or more terms were invalid in 105 files.

Set Items Description

S1 26 ((WEB() (SITE OR PAGE)) (5N) (VEHICLE? ? OR AUTOMOBILE? ?) (4N-
) (HISTORY OR HISTORIES OR RECORD OR RECORDS) (10N) (MAINTENANCE
 OR REPAIR OR REPAIRS OR OIL() CHANGE? ?)) NOT PY>1999

kn/c S2 11 RD (unique items)

File 9: Business & Industry(R) Jul/1994-2005/Jan 05
 (c) 2005 The Gale Group

File 13: BAMP 2005/Dec W4
 (c) 2005 The Gale Group

File 15: ABI/Inform(R) 1971-2005/Jan 06
 (c) 2005 ProQuest Info&Learning

File 16: Gale Group PROMT(R) 1990-2005/Jan 06
 (c) 2005 The Gale Group

File 20: Dialog Global Reporter 1997-2005/Jan 06
 (c) 2005 The Dialog Corp.

File 47: Gale Group Magazine DB(TM) 1959-2005/Jan 06
 (c) 2005 The Gale group

File 148: Gale Group Trade & Industry DB 1976-2005/Jan 06
 (c) 2005 The Gale Group

File 256: TecInfoSource 82-2004/Dec
 (c) 2004 Info.Sources Inc

File 275: Gale Group Computer DB(TM) 1983-2005/Jan 06
 (c) 2005 The Gale Group

File 484: Periodical Abs Plustext 1986-2005/Jan W1
 (c) 2005 ProQuest

File 553: Wilson Bus. Abs. FullText 1982-2004/Sep
 (c) 2004 The HW Wilson Co

File 570: Gale Group MARS(R) 1984-2005/Jan 06
 (c) 2005 The Gale Group

File 613: PR Newswire 1999-2005/Jan 05
 (c) 2005 PR Newswire Association Inc

File 647: CMP Computer Fulltext 1988-2005/Dec W3
 (c) 2005 CMP Media, LLC

File 674: Computer News Fulltext 1989-2004/Dec W2
 (c) 2004 IDG Communications

File 713: Atlanta J/Const. 1989-2005/Jan 06
 (c) 2005 Atlanta Newspapers

File 810: Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire

Your SELECT statement is:

s (e-mail? or e()mail? or email? or automatic? or
electronic?)(3n)(service or maintenance or oil()change? ?)(3n)(remind? or
alert?)(5n)(history or histories or record or records)(3n)(vehicle? ? or
automobile? ?)

Items	File
-----	-----
1	9: Business & Industry(R)_Jul/1994-2005/Jan 05
1	15: ABI/Inform(R)_1971-2005/Jan 06
6	16: Gale Group PROMT(R)_1990-2005/Jan 06
Processing	
11	20: Dialog Global Reporter_1997-2005/Jan 06
Examined 50 files	
Examined 100 files	
10	148: Gale Group Trade & Industry DB_1976-2005/Jan 06
1	211: Gale Group Newsearch(TM)_2005/Jan 06
Examined 150 files	
Examined 200 files	
1	348: EUROPEAN PATENTS_1978-2004/Dec W04
1	349: PCT FULLTEXT_1979-2002/UB=20041230,UT=20041223
Examined 250 files	
5	432: Tampa Tribune_1998-2005/Jan 02
Examined 300 files	
1	484: Periodical Abs Plustext_1986-2005/Jan W1
Examined 350 files	
Examined 400 files	
4	610: Business Wire_1999-2005/Jan 06
3	613: PR Newswire_1999-2005/Jan 05
1	619: Asia Intelligence Wire_1995-2005/Jan 01
6	621: Gale Group New Prod. Annou. (R)_1985-2005/Jan 06
1	636: Gale Group Newsletter DB(TM)_1987-2005/Jan 06
6	649: Gale Group Newswire ASAP(TM)_2005/Dec 29
Processing	
1	654: US Pat.Full._1976-2005/Han 04
Examined 450 files	
1	674: Computer News Fulltext_1989-2004/Dec W2
Examined 500 files	
1	767: Frost & Sullivan Market Eng_2005/Jan
1	781: ProQuest Newsstand_1998-2005/Jan 06
1	810: Business Wire_1986-1999/Feb 28
Examined 550 files	
3	990: NewsRoom Current_Oct 1 -2005/Jan 06
1	991: NewsRoom 2004 Jan 1-2004/Sep 30
Processing	
2	992: NewsRoom 2003
3	993: NewsRoom 2002
1	994: NewsRoom 2001
2	995: NewsRoom 2000

27 files have one or more items; file list includes 561 files.
One or more terms were invalid in 2 files.

Set	Items	Description
S1	76	(E-MAIL? OR E()MAIL? OR EMAIL? OR AUTOMATIC? OR ELECTRONIC- ?) (3N) (SERVICE OR MAINTENANCE OR OIL()CHANGE? ?) (3N) (REMIND? - OR ALERT?) (5N) (HISTORY OR HISTORIES OR RECORD OR RECORDS) (3N) - (VEHICLE? ? OR AUTOMOBILE? ?)

S2	33	RD (unique items)
----	----	-------------------

S3	4	S2 NOT PY>1999
----	---	----------------

File 9:Business & Industry(R) Jul/1994-2005/Jan 05

(c) 2005 The Gale Group

File 15:ABI/Inform(R) 1971-2005/Jan 06

(c) 2005 ProQuest Info&Learning

File 16:Gale Group PROMT(R) 1990-2005/Jan 06

(c) 2005 The Gale Group

File 20:Dialog Global Reporter 1997-2005/Jan 06

(c) 2005 The Dialog Corp.

File 148:Gale Group Trade & Industry DB 1976-2005/Jan 06

(c)2005 The Gale Group

File 211:Gale Group Newsearch(TM) 2005/Jan 06

(c) 2005 The Gale Group

File 348:EUROPEAN PATENTS 1978-2004/Dec W04

(c) 2005 European Patent Office

File 349:PCT FULLTEXT 1979-2002/UB=20041230,UT=20041223

(c) 2004 WIPO/Univentio

File 432:Tampa Tribune 1998-2005/Jan 02

(c) 2005 Tampa Tribune

File 484:Periodical Abs Plustext 1986-2005/Jan W1

(c) 2005 ProQuest

File 610:Business Wire 1999-2005/Jan 06

(c) 2005 Business Wire.

File 613:PR Newswire 1999-2005/Jan 05

(c) 2005 PR Newswire Association Inc

File 619:Asia Intelligence Wire 1995-2005/Jan 01

(c) 2005 Fin. Times Ltd

File 621:Gale Group New Prod.Annou.(R) 1985-2005/Jan 06

(c) 2005 The Gale Group

File 636:Gale Group Newsletter DB(TM) 1987-2005/Jan 06

(c) 2005 The Gale Group

File 649:Gale Group Newswire ASAP(TM) 2005/Dec 29

(c) 2005 The Gale Group

File 654:US Pat.Full. 1976-2005/Han 04

(c) Format only 2005 The Dialog Corp.

File 674:Computer News Fulltext 1989-2004/Dec W2

(c) 2004 IDG Communications

File 767:Frost & Sullivan Market Eng 2005/Jan

(c) 2005 Frost & Sullivan Inc.

File 781:ProQuest Newsstand 1998-2005/Jan 06

(c) 2005 ProQuest Info&Learning

File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire

File 990:NewsRoom Current Oct 1 -2005/Jan 06

(c) 2005 The Dialog Corporation

File 991:NewsRoom 2004 Jan 1-2004/Sep 30

(c) 2005 The Dialog Corporation

File 992:NewsRoom 2003

(c) 2005 The Dialog Corporation

File 993:NewsRoom 2002

(c) 2005 The Dialog Corporation

File 994:NewsRoom 2001

(c) 2005 The Dialog Corporation

File 995:NewsRoom 2000

(c) 2004 The Dialog Corporation

Your SELECT statement is:

s ((consumer()reports) and ((rate? or feedback) (3n) (automobile? ? or vehicle? ?)) and (forecast? or predict?)) not py>1999

Items	File
-------	------

1	13: BAMP_2005/Dec W4
6	15: ABI/Inform(R)_1971-2005/Jan 05
1	20: Dialog Global Reporter_1997-2005/Jan 05

>>>BEGIN failed--unable to open file

47: Gale Group Magazine DB(TM)_1959-2005/Jan 04

>>>Unable to open file; SELECT not performed on this file.

8	75: TGG Management Contents(R)_86-2004/Dec W1
---	---

Examined 50 files

3	88: Gale Group Business A.R.T.S._1976-2005/Jan 03
---	---

Examined 100 files

7	148: Gale Group Trade & Industry DB_1976-2005/Jan 05
---	--

1	149: TGG Health&Wellness DB(SM)_1976-2004/Nov W3
---	--

3	180: Federal Register_1985-2005/Jan 04
---	--

Examined 150 files

Examined 200 files

1	349: PCT FULLTEXT_1979-2002/UB=20041230,UT=20041223
---	---

Examined 250 files

1	444: New England Journal of Med._1985-2004/Dec W4
---	---

Examined 300 files

1	471: New York Times Fulltext 1980-2005/Jan 05
---	---

4	484: Periodical Abs Plustext_1986-2005/Jan W1
---	---

1	498: Detroit Free Press_1987-2004/Dec 30
---	--

Examined 350 files

3	545: Investext(R)_1982-2005/Jan 05
---	------------------------------------

2	553: Wilson Bus. Abs. FullText_1982-2004/Sep
---	--

Examined 400 files

2	608: KR/T Bus.News._1992-2005/Jan 05
---	--------------------------------------

1	634: San Jose Mercury_Jun 1985-2004/Dec 31
---	--

1	635: Business Dateline(R)_1985-2005/Jan 05
---	--

6	646: Consumer Reports_1982-2004/Dec
---	-------------------------------------

Examined 450 files

1	703: USA Today_1989-2005/Jan 05
---	---------------------------------

1	707: The Seattle Times_1989-2005/Jan 02
---	---

1	716: Daily News Of L.A._1989-2004/Dec 31
---	--

10	727: Canadian Newspapers_1990-2005/Jan 05
----	---

1	731: Philad.Dly.News_1983- 2004/Dec 31
---	--

Examined 500 files

1	743: (New Jersey)The Record_1989-2005/Jan 04
---	--

RDR FILE 0667 SENT TO DLGDUMP RDR AS 0667 RECS 4368 CPY 001 V NOHOLD NOKEEP
Command complete

Abnormal System Termination.

Set	Items	Description
S1	68	((CONSUMER()REPORTS) AND ((RATE? OR FEEDBACK)(3N)(AUTOMOBILE? ? OR VEHICLE? ?)) AND (FORECAST? OR PREDICT?)) NOT PY>1999
S2	49	RD (unique items)
S3	14	S2 AND ((PREDICT? OR FORECAST?)(2N)RELIABILITY)
S4	2	S3 AND (RELIABILITY(4N)(VEHICLE? ? OR AUTOMOBILE? ?))
S5	0	S2 AND (FEEDBACK(2N)(READER? ? OR SUBSCRIBER? ?))
S6	13	S2 AND (READER? ? OR SUBSCRIBER? ?)

kwz

File 13:BAMP 2005/Dec W4
(c) 2005 The Gale Group

File 15:ABI/Inform(R) 1971-2005/Jan 05
(c) 2005 ProQuest Info&Learning

File 20:Dialog Global Reporter 1997-2005/Jan 05
(c) 2005 The Dialog Corp.

File 75:TGG Management Contents(R) 86-2004/Dec W1
(c) 2004 The Gale Group

File 88:Gale Group Business A.R.T.S. 1976-2005/Jan 03
(c) 2005 The Gale Group

File 148:Gale Group Trade & Industry DB 1976-2005/Jan 05
(c)2005 The Gale Group

File 149:TGG Health&Wellness DB(SM) 1976-2004/Nov W3
(c) 2004 The Gale Group

File 180:Federal Register 1985-2005/Jan 04
(c) 2005 format only The DIALOG Corp

File 349:PCT FULLTEXT 1979-2002/UB=20041230,UT=20041223
(c) 2004 WIPO/Univentio

File 444:New England Journal of Med. 1985-2004/Dec W4
(c) 2004 Mass. Med. Soc.

File 471:New York Times Fulltext 1980-2005/Jan 05
(c) 2005 The New York Times

File 484:Periodical Abs Plustext 1986-2005/Jan W1
(c) 2005 ProQuest

File 498:Detroit Free Press 1987-2004/Dec 30
(c) 2005 Detroit Free Press Inc.

File 545:Investext(R) 1982-2005/Jan 05
(c) 2005 Thomson Financial Networks

File 553:Wilson Bus. Abs. FullText 1982-2004/Sep
(c) 2004 The HW Wilson Co

File 608:KR/T Bus.News. 1992-2005/Jan 05
(c)2005 Knight Ridder/Tribune Bus News

File 634:San Jose Mercury Jun 1985-2004/Dec 31
(c) 2005 San Jose Mercury News

File 635:Business Dateline(R) 1985-2005/Jan 05
(c) 2005 ProQuest Info&Learning

File 646:Consumer Reports 1982-2004/Dec
(c) 2004 Consumer Union

File 703:USA Today 1989-2005/Jan 05
(c) 2005 USA Today

File 707:The Seattle Times 1989-2005/Jan 02
(c) 2005 Seattle Times

File 716:Daily News Of L.A. 1989-2004/Dec 31
(c) 2005 Daily News of Los Angeles

File 727:Canadian Newspapers 1990-2005/Jan 05
(c) 2005 Southam Inc.

File 731:Philad.Dly.News 1983- 2004/Dec 31
(c) 2004 Philadelphia Newspapers Inc

File 743:(New Jersey)The Record 1989-2005/Jan 04

Your SELECT statement is:

s (survey? or questionnaire? ? or feedback) (5n) ((body or repair or automotive or vehicle or automobile or collision) (2n) (shop or shops or garage? ? or center? ?)) and (forecast? or predict?)

Items	File
-----	-----
1	5: Biosis Previews(R)_1969-2004/Dec W3
1	6: NTIS_1964-2004/Dec W4
2	7: Social SciSearch(R)_1972-2005/Jan W1
1	9: Business & Industry(R)_Jul/1994-2005/Jan 04
1	11: PsycINFO(R)_1887-2004/Dec W4
9	15: ABI/Inform(R)_1971-2005/Jan 05
5	16: Gale Group PROMT(R)_1990-2005/Jan 05
4	20: Dialog Global Reporter_1997-2005/Jan 05
2	34: SciSearch(R) Cited Ref Sci_1990-2005/Jan W1
1	48: SPORTDiscus_1962-2004/Feb
2	63: Transport Res(TRIS)_1970-2004/
2	73: EMBASE_1974-2004/Dec W4
1	75: TGG Management Contents(R)_86-2004/Dec W1
Examined 50	files
1	81: MIRA - Motor Industry Research_2001-2004/Nov
3	88: Gale Group Business A.R.T.S._1976-2005/Jan 03
Examined 100	files
1	144: Pascal_1973-2004/Dec W1
5	148: Gale Group Trade & Industry DB_1976-2005/Jan 05
2	149: TGG Health&Wellness DB(SM)_1976-2004/Nov W3
2	155: MEDLINE(R)_1951-2005/Dec W2
3	156: ToxFile_1965-2004/Nov W2
1	164: Allied & Complementary Medicine_1984-2004/Dec
3	180: Federal Register_1985-2005/Jan 04
3	211: Gale Group Newsearch(TM)_2005/Jan 05
Examined 150	files
Examined 200	files
1	348: EUROPEAN PATENTS_1978-2004/Dec W03
3	349: PCT FULLTEXT_1979-2002/UB=20041230,UT=20041223
1	387: The Denver Post_1994-2005/Jan 04
Examined 250	files
3	440: Current Contents Search(R)_1990-2005/Jan 05
1	444: New England Journal of Med._1985-2004/Dec W4
Examined 300	files
1	476: Financial Times Fulltext_1982-2005/Jan 05
3	484: Periodical Abs Plustext_1986-2005/Jan W1
2	485: Accounting & Tax DB_1971-2004/Dec W4
Examined 350	files
2	553: Wilson Bus. Abs. FullText_1982-2004/Sep
2	570: Gale Group MARS(R)_1984-2005/Jan 05
1	583: Gale Group Globalbase(TM)_1986-2002/Dec 13
Examined 400	files
>>>I/O error in file 605	
3	608: KR/T Bus.News._1992-2005/Jan 05
1	613: PR Newswire_1999-2005/Jan 03
1	618: Xinhua News_1999-2005/Jan 05
1	620: EIU:Viewswire_2005/Jan 04
1	635: Business Dateline(R)_1985-2005/Jan 05
1	636: Gale Group Newsletter DB(TM)_1987-2005/Jan 05
Processing	
9	654: US Pat.Full._1976-2005/Han 04
Examined 450	files
1	701: St Paul Pioneer Pr Apr_1988-2004/Dec 26
2	702: Miami Herald_1983-2004/Dec 31
2	710: Times/Sun.Times(London)_Jun 1988-2004/Dec 31
1	714: (Baltimore) The Sun_1990-2004/Dec 31
1	727: Canadian Newspapers_1990-2005/Jan 05
1	728: Asia/Pac News_1994-2005/Jan W1
Examined 500	files
1	735: St. Petersburg Times_1989- 2005/Jan 02
RDR FILE 0666 SENT TO	DLGDUMP RDR AS 0666 RECS 4368 CPY 001 V NOHOLD NOKEEP
Command complete	

Your SELECT statement is:

s (survey?(5n)((repair or collision or auto or automotive)(2n)(shop or shops or technician or technicians or center or centers or garage or garages))(8n)reliability)

Items	File
-------	------

-----	-----
-------	-------

2	20: Dialog Global Reporter_1997-2005/Jan 05
Examined 50 files	
Examined 100 files	
Examined 150 files	

1	258: AP News Jul_2000-2005/Jan 05
Examined 200 files	
Examined 250 files	
Examined 300 files	
Examined 350 files	
Examined 400 files	

>>>I/O error in file 605

1	703: USA Today_1989-2005/Jan 04
Examined 450 files	

RDR FILE 0655 SENT TO DLGDUMP RDR AS 0655 RECS 4647 CPY 001 V NOHOLD NOKEEP
Command complete
Abnormal System Termination.

Your SELECT statement is:

s (morgan()company) and (automotive() (research or forecast or forecasts))

Items	File
-----	----

Processing

Processing

Examined 50 files

Examined 100 files

Examined 150 files

Examined 200 files

Examined 250 files

Examined 300 files

1 471: New York Times Fulltext 1980-2005/Jan 05

1 483: Newspaper Abs Daily_1986-2005/Jan 04

Examined 350 files

Processing

Examined 400 files

Examined 450 files

>>>I/O error in file 749

Examined 500 files

2 files have one or more items; file list includes 524 files.
One or more terms were invalid in one file.

Your SELECT statement is:

s (data() (mine or mined or mining or
warehous?)) (5n) (statistics(3n) (automotive or repair or repairs))

Items	File
-----	-----
Examined 50	files
Examined 100	files
Examined 150	files
Examined 200	files
Examined 250	files
Examined 300	files
Examined 350	files
Examined 400	files
Examined 450	files
Examined 500	files

RDR FILE 0645 SENT TO DLGDUMP RDR AS 0645 RECS 4659 CPY 001 V NOHOLD NOKEEP

Command complete

Abnormal System Termination.

Your SELECT statement is:

s (statistics(4n)(automotive)(3n)(repair? ? or maintenance))

Items	File
1	1: ERIC_1966-2004/Jul 21
2	9: Business & Industry(R)_Jul/1994-2005/Jan 04
3	16: Gale Group PROMT(R)_1990-2005/Jan 05
2	20: Dialog Global Reporter_1997-2005/Jan 05
1	31: World Surface Coatings Abs_1976-2004/Dec
3	47: Gale Group Magazine DB(TM)_1959-2005/Jan 04
Examined 50 files	
4	88: Gale Group Business A.R.T.S._1976-2005/Jan 03
1	95: TEME-Technology & Management_1989-2004/Jun W1
Examined 100 files	
6	148: Gale Group Trade & Industry DB_1976-2005/Jan 05
2	180: Federal Register_1985-2005/Jan 04
Examined 150 files	
Examined 200 files	
Examined 250 files	
Examined 300 files	
Examined 350 files	
1	570: Gale Group MARS(R)_1984-2005/Jan 05
1	577: Roanoke Times_1992-2004/Dec 31
Examined 400 files	
1	608: KR/T Bus.News._1992-2005/Jan 05
1	610: Business Wire_1999-2005/Jan 05
1	621: Gale Group New Prod.Annou.(R)_1985-2005/Jan 05
1	634: San Jose Mercury_Jun 1985-2004/Dec 31
1	636: Gale Group Newsletter DB(TM)_1987-2005/Jan 05
1	640: San Francisco Chronicle_1988-2005/Jan 05
2	649: Gale Group Newswire ASAP(TM)_2005/Dec 28
Examined 450 files	
3	713: Atlanta J/Const._1989-2005/Jan 02
2	717: The Washington Times_Jun 1989-2004/Dec 30
1	718: Pittsburgh Post-Gazette_Jun 1990-2004/Dec 31
Examined 500 files	

RDR FILE 0642 SENT TO DLGDUMP RDR AS 0642 RECS 4645 CPY 001 V NOHOLD NOKEEP
Command complete
Abnormal System Termination.

Your SELECT statement is:
s automotive()data()warehouse? ?

Items	File
-----	-----
2	20: Dialog Global Reporter_1997-2005/Jan 05
Examined 50 files	
Examined 100 files	
Examined 150 files	
Examined 200 files	
Examined 250 files	
Examined 300 files	
Examined 350 files	
Examined 400 files	
3	613: PR Newswire_1999-2005/Jan 03

Processing

Examined 450 files
Examined 500 files

RDR FILE 0641 SENT TO DLGDUMP RDR AS 0641 RECS 4364 CPY 001 V NOHOLD NOKEEP

Command complete

Abnormal System Termination.

6/9/12 (Item 1 from file: 703)
DIALOG(R) File 703:USA Today
(c) 2005 USA Today. All rts. reserv.

08556477

Magazine takes annual look at cars, trucks
USA TODAY (US) - TUESDAY March 19, 1996
By: James R. Healey
Edition: FINAL Section: MONEY Page: 05B
Word Count: 286

MEMO:

NOTES: **CONSUMER REPORTS PICKS AND PANS**; **Consumer Reports** magazine dedicates its April issue each year to cars and trucks. The magazine evaluates vehicles based on editors' tests and **readers** ' experience with similar models. It offers buying and leasing tips, and even lists used cars to avoid. The April issue is the most popular: 5 million copies. That includes 350,000 newsstand sales, triple normal. The April issue will be at newsstands next Tuesday. On this page, USA TODAY auto writer James R. Healey summarizes the magazine's findings and recommendations; See related stories: 05B.

TEXT:

Steer clear of Chrysler's 1996 Dodge and Plymouth Neon small cars, and General Motors' '96 Cadillac Fleetwood luxury model, according to the April **Consumer Reports** .

The magazine expects those cars to be nearly twice as trouble-prone as average, based on data from **readers** who own similar '93 - '95 models.

In fact, avoid Cadillacs altogether, the magazine's new-car reliability charts warn. **Consumer Reports forecasts** all '96 Caddy models will be far more troublesome than average.

The always-provocative reliability ratings are the heart of every April issue. Ratings are strictly according to problems reported in surveys of hundreds of thousands of **readers** .

A separate chart **rates vehicles** by how they score in the magazine's tests of handling, braking, safety and so on. **Consumer Reports** accepts no ads. It buys the cars it tests, instead of borrowing them from manufacturers, the customary way to obtain test cars.

To make the recommended list, a car or truck must both score well on the magazine's tests and have at least average reliability according to **readers** ' experiences.

The ratings schemes sometimes clash confusingly.

For example, four nearly identical cars made by Chrysler are the top large cars, according to test scores. But only one, Chrysler Concorde, is judged reliable enough to be recommended. The others use the same parts and are built at the same factory. But Chrysler LHS, Dodge Intrepid and Eagle Vision are judged troublesome.

``Believe me, it jumped out at us,'' says magazine spokeswoman Rana Arons. If **readers** continue to report different results for nearly identical cars, she says, the magazine will try to figure out why.

TEXT OF INFOBOX NOT AVAILABLE FOR DATABASE

CAPTION:

PHOTO, B/W, Lexus
PHOTO, B/W, Chrysler

3/9/1 (Item 1 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
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01847547 04-98538

Auto dealers consider online customer service option

Wallace, Bob

Computerworld v33n25 PP: 45 Jun 21, 1999 CODEN: CMPWAB ISSN: 0010-4841

JRNL CODE: COW

DOC TYPE: Journal article LANGUAGE: English LENGTH: 1 Pages

WORD COUNT: 498

ABSTRACT: Interval Inc. will soon launch a web-based service designed to strengthen the links between new-car dealers and their customers. For a fee, the company will develop, update and maintain personalized Web pages for each of a dealer's new-car owners using data from the dealership's customer information database. New-car owners will be able to access their sites and add specific data such as miles driven. The data will be used to generate e-mail when it is time for service - which can be booked online - along with specific vehicle pricing.

TEXT: Headnote:

Interval to offer personalized Web pages for new-car buyers, but dealers must have sites

Claiming that new-car dealers need to work on post-sale support, Interval Inc. next month will launch a Web-based service designed to strengthen the links between dealers and their customers.

For a fee, the Santa Monica, Calif.-based company will develop, update and maintain personalized Web pages for each of a dealer's new-car owners using data from the dealership's customer information database.

New-car owners will be able to access their sites and add specific data such as miles driven. The data will be used to generate e-mail when it's time for **service** - which can be booked online -- along with **vehicle**-specific pricing.

The site will provide users with an online **record** of their **vehicle**'s **maintenance** and **alert** users to **service** specials, sales promotions and recall notices.

"We want to make the **vehicle** -ownership experience more convenient, economical and enjoyable," said Interval President Michael Moskowitz. Dealers struggle with post-sale customer relations and rely primarily on direct mail to alert customers to the service and marketing information that the Web page would handle, he added.

Interval's service is part of a trend among high-tech vendors to help companies better equip their Web sites to provide more focused post-sale customer service.

Interval's personalized page service will have one, key limitation: It will be accessed through a link on the dealer's Web site, but just 61% of auto dealers have Web sites, according to the latest research from the National Automobile Dealers Association (NADA), a McLean, Va., group that represents 19,500 new-car dealers in the U.S.

"Dealers that do have Web sites need to look at every opportunity to boost customer service," said a NADA spokesman.

He added that vendors like Interval have to make a solid business case for their offerings to dealers so that it's very clear how the dealer will benefit. Interval also would be well-- advised to stress that it keeps customer data - the dealer's most valuable asset -- private and protected.

"My chief concern is providing anyone access to my internal customer computer systems," said David Abatsis, owner of Acton Ford in Acton, Mass. Abatsis' business has a Web site and will soon be able to communicate with customers via e-mail if customers prefer that option to direct mail. "I

don't see the benefit [of Interval's Web service]. We already handle customer service through our Web site," he said.

Interval faces stiff competition in some areas. Independent, online car--shopping service powerhouses such as Microsoft Corp.'s CarPoint and Autobytel.com Inc. already offer personalized pages to car owners without requiring them to link through a dealer's site, said Chris DeNove, an analyst at J. D. Power and Associates in Agoura Hills, Calif.

Although hosted Web pages like those of CarPoint and Autobytel.com aren't linked to dealers, they provide many of the services Interval will provide, such as service reminders via e-mail, and some services Interval won't offer, such as the current value of the vehicle.

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3/9/4 (Item 1 from file: 810)
DIALOG(R) File 810:Business Wire
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0803070 BW1288

**REYNOLDS AND REYNOLDS: Reynolds and Reynolds New ERA2 System Offers
Powerful Solutions; New Solutions Add Power To Industry's Leading
Information System**

February 02, 1998

Ticker Symbol: REY
Byline: Business Editors, Computer/Electronics Writers
Dateline: NEW ORLEANS
Time: 07:37 PT
Word Count: 963

NEW ORLEANS--(BUSINESS WIRE)--Feb. 2, 1998--The Reynolds and Reynolds Company (NYSE:REY) today announced ERA2, a powerful new dealership information system combining the proven performance of the company's ERA system with exciting new technologies and solutions. Headlining the newest solutions in ERA2 is ERA ConsumerLink, a breakthrough in providing comprehensive, valuable information about a dealership's customers to help build long-term relationships. Another technological breakthrough for ERA2 is ERA Intellipath, the first networked, intelligent laser printing solution ever offered in the automotive retail industry. Later this year, ERA2 will add an Interface to Microsoft NT, further enhancing the system's open architecture environment and adding Internet connectivity for seamless communications to consumers and third parties.

"In today's dynamic automotive market, retailers need more value from their information systems than just number crunching," said Mark Brown, group vice president, Reynolds' Automotive Division. "ERA2 continues to take information technology to the next level, powering the retailer's sales, marketing and customer retention activities. Best of all, ERA2 builds on the proven ERA platform, which studies have shown delivers significantly stronger financial results and rates highest in user satisfaction compared to other widely available systems."

ERA2 also incorporates many recent enhancements to the ERA line-up; including ERALink(TM), ERA SalesVision(R), and the powerful new ERA Advantage SC(TM) server.

ERA(R) ConsumerLink: Strategic Marketing Capability

ERA ConsumerLink can help dramatically improve retailers' understanding of customers while helping improve their ability to market to them, delight them and keep them for the long term. This exclusive new enhancement to the fundamental design of ERA gives the dealership staff instant access to a complete view of available customer information from a dealershipwide perspective. "Information such as how much business a specific customer represents to every department of the dealership is now available in a single view," said Brown. "It's a tremendous decision support and marketing tool. ERA ConsumerLink provides the insight a manager needs to make the right decisions when working with a specific customer or when designing marketing programs for a cross-segment of customers. Transaction history, profitability, buying frequency, service and parts revenue, credit balances, pending transactions, collection status, even anniversaries and names of family members approaching driving age can be incorporated into decisions," Brown added. Retailers can also use ConsumerLink to easily identify active and inactive customers to assist in the development of successful special merchandising campaigns.

**Intelligent Document Routing and Printing Powered by ERA(R)
Intellipath**

ERA Intellipath is a networked solution designed to effectively route business communications to the consumer and throughout the dealership. Laser document output can be routed to any laser printer in the network and even print selected pieces of a document. For

example, a copy of a document can be directed to any network printer in any department, eliminating the need to hand-deliver the documents or write separate forms. ERA IntelliPath can batch print selected forms and sort the parts according to pre-set criteria. Copies can be sorted by customer name for quick retrieval at the cashier, by Vehicle Identification Number for easier service filing, or by invoice number for office filing.

ERA IntelliPath also enables powerful point-of-sale marketing by producing items such as **service** coupons, **reminders** and thank you notes -- **automatically** triggered by the system based on pre-set criteria, such as **vehicle history** or customer visit frequency. To help enhance the dealership's image and provide easy-to-read documents, ERA IntelliPath also allows a variety of user-friendly forms with varying type sizes, styles, positioning of information and special highlighted areas.

New ERA2 Interfaces Deliver New Levels of Outward Integration

ERA2 has the highest level of "outward integration" available...incorporating factory and other systems into a totally integrated retailing solution. An exciting new gateway to the Internet will provide tremendously enhanced connectivity for dealerships for communicating to consumers, third parties or even transferring information between stores.

ERALink Plugs PC Power into Information Management

ERALink is a powerful information tool that opens unprecedented access to dealership data. ERALink enables dealership staff to plug PCs into their ERA2(R) system and download data into spreadsheet, word processing or other popular off-the-shelf PC Windows(TM) applications. With its easy-to-use graphical user interface (GUI), ERALink allows users to take advantage of time savers like "point and click" and "cut and paste," so employees can breeze through tasks and easily move or copy data from one application to another. ERALink combines the flexibility of the PC with the entire suite of ERA2 applications.

ERA(R) Advantage SC

The ERA Advantage SC server provides unmatched performance and system reliability. For cost effective growth for almost any size dealership, this processor is scaleable for dealerships from one to 1,000 users. The ERA Advantage SC is based on the powerful server from Silicon Graphics Inc., that was recently named "Server of the Year" in its class by the leading trade journal, VAR Magazine.

Reynolds and Reynolds, headquartered in Dayton, Ohio, is a leading provider of integrated information management systems and related value-added services to automotive, healthcare and general business markets. The Company reported revenues of \$1.44 billion for the 12 months ended Dec. 31, 1997. For more information on Reynolds and Reynolds, visit the company's World Wide Web site at <http://www.reyrey.com>, or call The Reynolds and Reynolds Information Hotline at 1-888-4REYREY.

ERA and SalesVision are registered trademarks and ERA2, ERALink, ERA ConsumerLink, and ERA Advantage SC are trademarks of The Reynolds and Reynolds Company. Windows is a registered trademark of Microsoft Corporation.

NOTE: The E-mail addresses below each contain an "at" symbol before "reyrey.com" -- this symbol may not appear properly in some systems.

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2/9/1 (Item 1 from file: 9)
DIALOG(R) File 9:Business & Industry(R)
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2518972 Supplier Number: 02518972 (THIS IS THE FULLTEXT)
Car dealers sold on Web customer contact solution
(Interval introduces Service Advisor Plus, a software solution targeting automobile dealerships to help retain customers in the automotive industry)

Customer Loyalty Today, v 6, n 7, p 6

July 1999

DOCUMENT TYPE: Newsletter ISSN: 1352-0415 (United Kingdom)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 320

TEXT:

US-based software developer Interval is looking to tackle the problem of customer retention within the automotive industry through the development of Service Advisor Plus.

The new software package is a personalised Web page created for car dealerships' sales and service customers. Interval claims the solution enables the customer to do everything from tracking their vehicle maintenance to receiving relevant updates from the dealership via the Internet. Service Advisor Plus is also able to prompt the customer to perform regular scheduled maintenance check-ups in addition to a whole raft of promotional e-mail shots.

Interval CEO, Michael Moskowitz, said the development of the software came in light of the automotive industry struggling and often failing to retain customers and convert first time buyers into a dependable revenue stream. He claims the average customer presents a potential value of \$300,000 in lifetime vehicle sales and maintenance, therefore pushing the question of retention to the fore.

"Dealerships are great at selling and servicing cars and trucks," he said. "However, they need help retaining customers and creating new revenue opportunities through repeat sales and service. This software is invaluable, converting dealer customer databases into prospecting tools."

According to Moskowitz, the system now provides a communications pathway that promotes customer loyalty and builds repeat business through conscientious attention to car owner needs.

"For consumers, our goal is to make the ownership experience more convenient, economical and fun. Each personalised Web page can track multiple vehicles and include personalised maintenance schedules, vehicle histories, service and pricing specials. Soon, we will be able to provide a virtual dealer parts and accessories store, travel planning and traffic updates," he said.

According to Interval, the product -- which debuted at trade shows in the US last month -- is already attracting considerable attention from within the industry. "Automotive service retention has been an industry challenge for decades," explained Moskowitz. Interval already lists Mazda and General Motors among its client base.

2/9/2 (Item 2 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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1900464 Supplier Number: 01900464 (THIS IS THE FULLTEXT)
Internet can bring buyers back to dealership, brand
(In 1996, about 6% of households used the Internet to shop for a new car
and nearly a third of consumers surveyed intend to use it for their next
car purchase)

Automotive News, n 5722, p 18

July 14, 1997

DOCUMENT TYPE: Journal ISSN: 0005-1551 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 750

ABSTRACT:

In 1996, about 6% of households used the Internet to shop for a new car and nearly a third of consumers surveyed intend to use it for their next car purchase, according to Andersen Consulting. The number of automotive Web sites is also growing, with almost 3,000 dealers setting up Web pages in 1996.

TEXT:

DONNA LAWRENCE HARRIS
Staff Reporter

photos omitted

The Internet will evolve from an ad medium into an interactive marketing tool that generates repeat business for dealers and automakers, said Len Sherman, a partner at Andersen Consulting in New York.

Sherman, a speaker last month at the National Automobile Dealers Association's symposium in Chicago on industry relations, demonstrated how a manufacturer's Web site could be designed to lure car buyers back to the dealership.

A customer who buys five vehicles over time is worth a \$15,000 profit to a dealer and a \$10,000 profit to the manufacturer, he said. The profits are higher for the dealer because of the potential to attract new service business.

INTERNET BOOM

The Internet's growing popularity makes it a viable medium to talk to customers. Last year, about 6 percent of households used the Internet to shop for a new car and nearly a third of consumers surveyed said they intend to use the Net to make their next car purchase, said Sherman.

The Internet's popularity is greatest among younger buyers. Seventeen percent of first-time buyers shopped for cars on the Internet, he said.

The number of automotive Web sites is also growing. In the last year, almost 3,000 dealers set up Web pages, Sherman pointed out. When you add automakers, parts and accessory providers, repair outlets, finance companies, rental companies and other consumer automotive services, there are 2,700 automotive Web sites, he said.

JOIN THE CLUB

Sherman suggests using "relationship marketing" on the World Wide Web. When companies use relationship marketing, they customize the delivery of products, services and communications for customers.

Automakers could set up personalized Web sites using current Internet technology. A customer who visits the site faces choices tailored to his or her needs and interests.

Sherman uses an example of an imaginary dealer, Aspen Motors Co.

Aspen sets up a Web site called "Club Aspen." Each customer has an identification code he uses to access the club. All of the choices customers make during their visits to the site are recorded and traceable to their identification code.

The first page of the site pictures a highway with the following road signs:

- * "Down the Road" for making long-term choices such as vehicle purchases, trade-ins and disposals.
- * "Up Ahead" for answering needs that come up in the near future, such as warranty service and trips.
- * "Right Now" for immediate needs such as emergencies, diagnosis, repairs.
- * "Behind You" for account history, which includes such files as service records.

Using a mouse, a customer would point and click on one of the signs to access his service **records**, set up an appointment for warranty service, or consider a new **vehicle**, for example.

The **Web page** also features reminders for recommended **maintenance** and next warranty service.

RACKING UP SALES

If a customer clicks on the "Up Ahead" sign, he finds a screen offering a variety of choices, such as preparing for a move, a new baby or a trip. He selects "planning a trip" to prepare for a ski vacation. The trip planning screen shows a six-item checklist, including:

- * "Who's Going Where," which features information on destinations and accommodations.
- * "The Things We'll Do," designed to help plan activities.
- * "The Things We'll Need," designed to help pack for the trip.
- * "Things to Prepare," showing the steps to take to prepare a vehicle, home and ski equipment for the vacation.
- * "People to Call," offering a checklist of individuals to call before going away, such as a house sitter or circulation department of a newspaper.
- * "Tasks to Get Back To," reminders of what tasks to perform after returning from vacation.

The sequence offers dealers business opportunities, such as the chance to get customers into the service department to weatherize their cars or the chance to sell equipment, such as ski racks.

For example, a customer might click on the "ski rack" option under "Things We'll Need." The next page features a selection of ski racks that are compatible with the customer's car. He can click on one of the ski rack models for more information.

Customers choose the "car winterization" option under "Things to Prepare" to get vehicles ready for a long trip. They can set up an appointment using the Web site's service scheduling option. The site also promotes a menu of recommended maintenance items.

Sherman believes this sort of customized Web site eventually will become common as the industry increases its knowledge of Internet marketing.

photo omitted

2/9/3 (Item 1 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
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01961407 47012997

Car repair firm teams with EDS online

Copeland, Lee

Computerworld v33n49 PP: 18 Dec 6, 1999 CODEN: CMPWAB ISSN: 0010-4841

JRNL CODE: COW

DOC TYPE: Periodical; News LANGUAGE: English RECORD TYPE: Fulltext

LENGTH: 1 Pages

WORD COUNT: 435

ABSTRACT: Electronic Data Systems Corp. plans to handle the online operations for a collision-repair management firm, First Priority Group Inc. With a new Web site dedicated to repairing wrecked vehicles, the companies hope to drive the booming online automotive services market.

TEXT: \$30B market awaits

Electronic Data Systems Corp. plans to handle the online operations for a collision-repair management firm, First Priority Group Inc., the companies announced last week. With a new Web site dedicated to repairing wrecked vehicles, the companies hope to drive the booming online automotive services market.

Plano, Texas-based EDS and First Priority Group (FPG) in Plainview, N.Y., will jointly operate www.driversshield.com. The password-protected Web site will offer collision-repair management services for car and truck owners and their insurance carriers. The two companies plan to start processing insurance claims this month.

The collision repair market will reach \$30 billion this year, EDS and FPG officials estimated.

EDS wouldn't disclose the revenue-sharing plan that it and FPG agreed upon. But it did say it plans to develop the Web site and handle the information management systems while FPG will focus on building relationships with customers and insurance carriers.

EDS struck a similar revenue- and cost-sharing relationship with Sony Corporation of America earlier this year in an agreement that calls for EDS to create and support the www.metreon.com Web site for Sony's Metreon entertainment center in San Francisco.

FPG manages collision repairs at participating body shops on behalf of its corporate customers, which include IBM and The Coca-Cola Co. The body shops pay fees to participate in FPG's referral service.

Aid to Agents

FPG CEO Barry Siegel said the online service will initially target insurance carriers, which in turn may grant user privileges to their customers.

"There are a great deal of details to consider, like choosing an extended warranty; which requires speaking with a management group and interceding between the consumer and the body shop. It takes time," said Siegel, adding that it can take "days or weeks to log repairs."

The www.driversshield.com site will allow insurance agents to access qualified repair facilities for information on bids, scheduling, repair records and the like via a Web browser. Customers of participating insurance companies will be able to schedule repair work and arrange for loaner vehicles via the Web site next year, Siegel said.

But automotive industry analyst Art Spinella questions whether adding middle management to collision repairs offers a convenience to vehicle owners.

"It doesn't sound long-lived," said Spinella, a vice president at CNW

Marketing/Research Corp. in Bandon, Ore. "I'm not sure consumers want to interact with repair shops this way," he said, adding that they might "prefer to let the insurance company deal with the details."

Spinella said many insurance carriers, including State Farm Mutual Automobile Insurance Co. in Bloomington, Ill., already offer claim-forms processing, repair scheduling, agent locators and other services online.

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2/9/4 (Item 1 from file: 16)
DIALOG(R) File 16:Gale Group PROMT(R)
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06663193 Supplier Number: 55871727 (THIS IS THE FULLTEXT)
**Powering up one-stop portals : Cotelligent steers its automotive portal
model toward new vertical markets.**

Madden, John

PC Week, p55

Sept 27, 1999

ISSN: 0740-1604

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Tabloid; General Trade

Word Count: 470

TEXT:

Corporate customers looking for ways to create a single point of information access can soon turn to a San Francisco-based IT services provider for industry-specific portals.

Cotelligent Inc. is launching an ePortals Group, hoping to develop repeatable portal services for customers in health care, automotive/transportation, consumer packaged goods/manufacturing, financial services/insurance and utilities.

About 100 employees are dedicated to ePortals, according to Richard Hirsh, vice president of Cotelligent's technology solutions unit.

"This is where we're starting; we'll broaden from here," Hirsh said. "Within the vertical markets, we're going to be very opportunistic."

Cotelligent is building upon its successful deployment of a series of automotive portals launched in conjunction with Market Drive Interactive Inc. Those portals, which go by a number of different names, have already been deployed to more than 30 car dealerships for First America Automotive Inc., based in San Francisco.

The portals give car buyers access to a personalized **Web site** with relevant information about **vehicles**, **maintenance** schedules and **repair histories**. The portals also contain discussion areas and bulletin boards to sell parts online. Cotelligent is now marketing the portals to automakers and other car dealerships.

Hirsh said that while the automotive portals are up and running, the company is still working on prototypes for other industries.

Portals appeal to both e-commerce and traditional companies trying to attract customers by providing large amounts of content that can be updated frequently. Gartner Group Inc., of Stamford, Conn., predicts that about 500 vertical marketplaces will be established by the end of the year.

"There's no secret that there is a trend toward verticalization, or personalization," MarketDrive President Rob MacNaughton said of portals. "I think this is a manifestation of that. It's just not enough to be a technology provider."

The automotive portals, as with all of Cotelligent's portals, are built on a Microsoft Corp. platform, using SQL Server 7.0, eCommerce Server and Site Server on the back end. Cotelligent and Microsoft are longtime partners.

MacNaughton acknowledged that "we made a bet early on" that Microsoft products could provide the necessary infrastructure over Unix or even Linux platforms. "Our due diligence led us to believe that Microsoft was the way to go," he said.

MacNaughton said other high-traffic sites have used a Windows NT platform without a problem.

At the time the portals were being developed, "Unix [seemed] to take a lot more to maintain, [and] Linux didn't seem to be a viable option," he said.

Steven Lane, an analyst with Aberdeen Group, in Boston, said the creation of a portals group is a "specialized move" for Cotelligent, one that should gain attention from its installed client base.

Cotelligent also has extensive experience building a reliable product on Micro soft's platform in the enterprise space, Lane said.

Cotelligent can be reached at (888) 683-6400 or www.cotelligent.com.

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2/9/5 (Item 2 from file: 16)
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05990437 Supplier Number: 53357753 (THIS IS THE FULLTEXT)

Internet helps fleet managers trim costs.

Purchasing, p72(1)

Nov 19, 1998

ISSN: 0033-4448

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 376

TEXT:

When field managers at drug and pharmaceutical producer Glaxo Wellcome wanted information about how employees maintained their company cars, Shirley Collins, fleet manager, went straight to the company that manages this part of Glaxo's buy. She said she wanted "real-time access to this kind of information," to support the company's extensive network of employees.

PHH Vehicle Management Services created a secure section of its web site, called PHHInterActive, and provided information from a detailed database to customers that use some of the 700,000 **vehicles** it handles. Now, in "a couple of clicks," says Collins, she can "see the whole **maintenance history** of a **vehicle** in real time and tell a manager about it right away."

The **web site** offers several features that enable customers to make decisions about their fleets whenever it fits their own schedule or needs. Options on the web include ordering vehicles online, access to billing, fuel, and safety and accident information. Glaxo also can access dozens of summary exception reports.

Glaxo even linked its intranet to PHH to promote use of the database. Various departments of the company have access to certain types of information. Purchasing and other departments can track different data for specific purposes. Collins says her company benefits from the fact that Glaxo departments can customize the information for reports.

PHH is continuing to add to its web database. By year-end, the company will have information about out-of-service fleet cars that are available to employees as well as policy manuals for fleet, cellular phones, and driver safety.

The web database complements another key component of PHH's relationship with Glaxo. Collins says that PHH's "complete vehicle operating analysis for Glaxo" provided valuable information such as a state of the business and a "benchmark against Glaxo's industry composite." PHH tailored recommendations for "savings opportunities, using Glaxo's own vehicle data," she notes.

For example, PHH "recommended that we move 20% to 25% of our used-vehicle sales to retail consignment, and that we do a better job pricing our vehicles for sale to employees," notes Collins. She says that since the 1997 analysis, both ideas have been implemented with "good results." Ultimately, Collins says that her company can make "decisions based on a solid understanding of costs," due to PHH's supportable recommendations.

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2/9/6 (Item 3 from file: 16)
DIALOG(R) File 16:Gale Group PROMT(R)
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05130129 Supplier Number: 47831937 (THIS IS THE FULLTEXT)

Internet can bring buyers back to dealership, brand

Harris, Donna Lawrence

Automotive News, p18

July 14, 1997

ISSN: 0005-1551

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Tabloid; Trade

Word Count: 741

TEXT:

DONNA LAWRENCE HARRIS

Staff Reporter

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The sequence offers dealers business opportunities, such as the chance to get customers into the service department to weatherize their cars or the chance to sell equipment, such as ski racks.

For example, a customer might click on the 'ski rack' option under 'Things We'll Need.' The next page features a selection of ski racks that are compatible with the customer's car. He can click on one of the ski rack models for more information.

Customers choose the 'car winterization' option under 'Things to Prepare' to get vehicles ready for a long trip. They can set up an appointment using the Web site's service scheduling option. The site also promotes a menu of recommended maintenance items.

Sherman believes this sort of customized Web site eventually will become common as the industry increases its knowledge of Internet marketing. AN

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2/9/7 (Item 1 from file: 20)
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08461189 (THIS IS THE FULLTEXT)

NADA Appraisal Guides Anchors Strategic Partnership with Boating.com
PR NEWSWIRE
November 30, 1999
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 593

Comprehensive Marine Information Resources Now Available Through NADA Guides Online

IRVINE, Calif., Nov. 30 /PRNewswire/ -- NADA Appraisal Guides, the world's largest publisher of appraisal guides for used vehicle values, today announced its alliance with Boating.com, Inc., the leading information resource for the marine and fishing industries. With this partnership, Boating.com will be the exclusive marine news, weather and information content provider for NADA Appraisal Guide's web site, www.nadaguides.com. Additionally, visitors to the Boating.com web site will be able to link to nadaguides.com to research pricing information on a wide variety of marine and aquatics equipment and vehicles.

"After a lengthy search to partner with content providers, we are very excited to have chosen Boating.com to be the exclusive marine content source for NADA Appraisal Guide's web site, www.nadaguides.com," said Lenny Sims, General Manager of NADA Appraisal Guides. "This strategic partnership unites two forward-thinking organizations that will deliver even more valuable information to consumers on a daily basis. We view this alliance as a cornerstone relationship to provide marine-related content to our online boating community."

For over 66 years, NADA Appraisal Guides has been the world's largest publisher of appraisal guides for used vehicle values, including cars, trucks, vans, boats, RVs, sport utility vehicles and motorcycles. Providing comprehensive value information on anything that rolls, floats or flies, NADA Appraisal Guides distributes over 7 million appraisal guides each year to consumers and industry specialists world-wide. NADA Appraisal Guides also provides comprehensive vehicle value information to consumers who are interested in learning about the retail worth of a particular vehicle in today's market -- from Corvettes to motorcycles to jet skis as well as yachts, luxury motor homes and, in the near future, aircraft.

The NADA Marine Appraisal Guide book has been providing valuable information to the boating community including low, average and high used value information on inboards, outboards, sailboats, houseboats and yachts. Additionally, the Marine guide offers trailer value and regulation information, model identification codes and comprehensive model cross reference sections and outboard and inboard engine option sections.

"We are very excited about our newly formed partnership with nadaguides.com," said Tom King, President of Boating.com. "Boating.com, Inc. is committed to providing the boating and fishing communities with up-to-the-minute news and information as well as promoting safety, awareness, products and services for all facets of the marine industry. We believe nadaguides.com also offers a comprehensive, leading-edge service to its consumer-base."

Boating.com is considered to be the world's premier boating and fishing web site, offering important news and information shaping the marine industry, including safety tips, free classifieds, live weather updates and offshore buoy data and an online boating and fishing store. Additionally, Boating.com has developed partnerships with local and national boating and fishing organizations to promote safety awareness and marine products and services nationwide.

"It's simple. Our partnership with Boating.com signifies our commitment to continually enhance and improve the services we provide to our online community," said Sims. "That's why we are committed to updating and improving our web site to provide our customers with the most comprehensive information available on the market today."

www.nadaguides.com offers valuable finance and insurance information, Lemon Check services for consumers who are interested in the maintenance and repair history of a particular vehicle as well as a new line of consumer-focused publications available on the web site. Additionally,

NADA Appraisal Guides are the most used source of value information for government agencies, insurance providers and financial institutions world-wide.

/CONTACT: Jennifer Bowser, ext. 11, or Betsy Isroelit, ext. 17, both of RBI Communications, Inc., 323-960-1360, for NADA/ 08:01 EST

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2/9/8 (Item 2 from file: 20)
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05603023 (THIS IS THE FULLTEXT)

Personalized Auto Web Pages Makes Dealerships the Place to Go for Service

PR NEWSWIRE

June 03, 1999

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 463

New Service Advisor Plus Offers New Way to Improve Customer Retention and

Aftermarket Sales for Dealers

SANTA MONICA, Calif., June 3 /PRNewswire/ -- Santa Monica, Calif.-based computer software developer Interval, Inc. has successfully answered the automotive industry's age-old question of how to turn first-time buyers into lifelong customers.

Service Advisor Plus is a personalized Web page created for the dealership's sales and service customers, offering them the opportunity to do everything from tracking their vehicle maintenance to receiving relevant updates from the dealer. Via Internet connections from the dealership's Web-sites to the customer's personal Web page, Service Advisor Plus is able to prompt the customer to perform regular scheduled vehicle maintenance, as well as provide valuable coupons for services. The result is a communication pathway that promotes customer loyalty and builds repeat business through conscientious attention to car owner needs.

With the average car buyer representing more than \$300,000 in vehicle sales and service to dealerships over their lifetimes, customer retention is an extremely important issue among automotive dealers.

"Dealerships are great at selling and servicing cars and trucks," says Interval CEO and Founder Michael Moskowitz. "However, they need help with retaining customers and creating new revenue opportunities through repeat sales and service. Service Advisor Plus is invaluable, converting dealer customer databases into prospecting tools.

"For consumers, our goal is to make the ownership experience more convenient, economical and fun. Each personalized Web page can track multiple vehicles and include personalized maintenance schedules, vehicle histories, service and pricing specials. Soon, we will be able to provide a virtual dealer parts and accessories store, travel planning and traffic updates."

Here's how it works. Interval creates a personal vehicle Web page for each of the dealer's sales and service customers. Customers are then notified about the creation of their Web page that can be tailored to match individual driving habits. Service Advisor Plus opens new information channels between dealers and customers, relaying information like service bulletins, recall notices and service specials.

The concept, which debuted last month at industry shows in Las Vegas, has already attracted widespread interest from the automotive community.

"The response has been overwhelming from the beginning," says Moskowitz. "Automotive service retention has been an industry challenge for decades, so dealerships and manufacturers have been quick to realize that Service Advisor Plus is the answer to the long-standing dilemma of building and maintaining good customer relations.

"Service Advisor Plus is the future -- the first Internet-based customer management source for dealerships that increases repeat business and service revenue by building customer loyalty and promoting affordable vehicle maintenance."

/CONTACT: Jeff Green, 310-224-4961, or Alain Mazer, 310-224-4944, both of Pacific Communications Group for Interval, Inc./ 13:35 EDT

//Begin Meta Data// News Source:PR News Wire Subject:N/PR N/PREL N/PDT
Message 001328 from PR

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2/9/9 (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
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01193153 CMP ACCESSION NUMBER: ENP19990607S0018
Integrator Drives Fleet Leasing Through WEB Barriers
Charlotte Dunlap
CRN ENTERPRISE PARTNER, 1999, n 005, PG28
PUBLICATION DATE: 990607
JOURNAL CODE: ENP LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: Enterprise @ Work
WORD COUNT: 1652
TEXT:

What is the worst nightmare of an enterprise executive launching a new E-business Web site? Having potential users and customers shut out -and unable to make purchases-because of "audience overload" that overwhelms the server.

So executives from PHH Vehicle Management Service, a huge, national fleet leasing and vehicle management service company based in Hunt Valley, Md., took great pains to make sure that did not happen on their new E-business site, which was revamped in February.

And they turned to a Boston-based enterprise partner to help guarantee that the level of service PHH provides to its Fortune 500- type client list is of the highest caliber.

Anticipating a sizable audience for their new customer-service-oriented Web site, executives at PHH, a division of Cendant Corp., made sure running a serious load-test was foremost on the list of priorities before the E-business site actually was opened for business. The planning paid off. PHH's Web site usage went from a scanty 100 hits in June 1998 when its first site was launched to 93,000 hits last February. (In late May, Cendant agreed to sell its vehicle leasing unit, which includes PHH, to Avis Rent A Car Inc. for \$1.8 billion in cash and preferred stock.)

The testing proved useful, and PHH executives discovered that having a popular Web site could prove to be a problem but one most enterprise companies would love to claim.

"Because we've tested for much more (usage), we were scalable," said Mickey Lutz, vice president of information technology at PHH. "Our average hit rate tripled in a period (of a few months). These are problems we like to have, but it's your nightmare and your dream all at one time."

Lutz and other PHH executives anticipated this kind of vast, simultaneous usage early on because of the breadth of enhanced, convenient services the company planned to offer its customers via the Web.

The enterprise company manages about 700,000 vehicles for about one-third of the nation's Fortune 500 companies. Knowing that losing business to competitors could happen because of lackluster services and customer support, PHH executives took no chances. They decided they needed the expertise of an enterprise partner.

The company quickly hired Ovation Software Testing Inc., a Boston-based integrator that concentrates solely on load-testing of enterprise Internet sites.

Initially, the integrator set out to prove itself. Executives spent two days at PHH's offices working closely with the company's senior technical engineers. They took pains to demonstrate to them how the load-testing technology worked, as well as mapping out a proof-of-concept report before the company even committed to the integrator and its technology.

After the two-day period, PHH asked for a status report from one of

its engineers. Rich Bolstridge, president of Ovation, said the engineer gave rave reviews of both the software and Ovation. It was an endorsement that pleased the integrator. "We really needed it," he said, noting it was the first time PHH and the integrator had worked together.

The testing technology used was Mercury Interactive Corp.'s LoadRunner. And, in fact, it was Mercury that introduced the enterprise client and the integrator.

"There's not a lot of expertise out there that you can call on to help do load-testing, so we called Mercury and said, 'We can't do this on our own,' " said Glen Schulze, quality assurance manager with PHH.

The company was very impressed with Mercury's methods for conducting tests. They are run separately from the company server so that results come out more accurately and can simulate the Web site's response time to dozens or even thousands of end users via a single NT server.

Mercury executives said it was LoadRunner's capture replay technology that enables such capabilities. The technology simulates user activity from the browser to the rest of the enterprise system to create a virtual user. This virtual user is then given a variety of data, such as travel location and, suddenly, a multiuser scenario is created.

"Our tool acts like 10,000 (or more) people all sitting and using the application at the same time . . . using minimal hardware," said Diane Hagglund, senior manager of E-business product marketing for Mercury, Sunnyvale, Calif.

E-business applications have a very complex architecture and include four distinct tiers: the client or browser, the Web server, the application server and the back-end database, according to Hagglund.

"The idea is that you have all these pieces you need to work together in an application, and the only way to verify if they'll work together and scale to handle thousands of users is to actually put the load on your system," she said. Mercury's tool simulates such a load of users, she added.

In addition to running load-testing tools for E-business applications, LoadRunner is used as a testing tool for client/server enterprise resource planning and legacy systems.

Without this tool, Mercury executives said an enterprise would need at least 10,000 PCs to conduct similar load-tests. This software, on the other hand, relies on just a few Unix or NT servers.

Having a partnership philosophy was central to the success of the enterprise client, the integrator and the vendor, especially in an E-commerce setting. The technology used is often so new that corporate customers are not always equipped to take on the integration and management of the task. That is why they turn to an enterprise partner.

This partnership philosophy resulted in an ongoing relationship among the three parties involved in the PHH installation, PHH executives said.

"Many consultants come in and do it for you, and then they leave," said Lutz. "(Bolstridge) is a teacher. He sits down and understands the problem very quickly, conceptualizes it, and then plans how to solve it, then helps you plan to solve the problem."

Not only does Bolstridge manage the load-test project for PHH, but he continues to train new employees on the technology, Lutz said. "Knowledge-transfer. That's what Rich does," he added.

Ovation, which has participated in Mercury's channel program for several years, implemented a program with PHH called the Mercury Implementation Guidance, which focuses on instructing enterprise engineers

about the technology.

"This isn't the kind of technology where you can just throw LoadRunner in (an enterprise) and it sticks. It's a new product," Bolstridge said. "I helped them build a team internally so they could be self-sufficient. I'm there to help them do the work."

"We determined right away the site could only handle a handful of users, which was very much under (the level of support) they needed," he added.

As a result, he and a team from PHH conducted a series of test runs to determine the correct configurations of hardware needed to run the Web site, such as whether to use Unix or NT as a Web server. The test also helped determine that the enterprise network's firewall capacity was overextended. It also was used to check if the company's Web authoring tool was performing properly.

"There were a lot of configuration issues we helped them resolve," he said.

LoadRunner, which starts at \$40,000, includes monitors that help pinpoint performance bottlenecks in the enterprise network and track delays to determine which segments of the network are causing overload.

"Performance-tuning is a difficult task. It's more of an art than a science," Hagglund said. "We try to give you indicators of where to look for the problem." The monitors will direct an engineer to the faulty portion of the network in order to find, for example, a blown router.

Since the start of the project 18 months ago, this first testing phase took about six months. Ovation currently is involved in the second phase of the project, which will determine benchmarking capacity and make the necessary changes to the site as it matures so that performance is not jeopardized. Eventually, the second phase also will yield a monitoring facility so that when the site is down, the appropriate personnel will be notified automatically via pagers and E-mail.

It took the integrator and enterprise team about two weeks to create the initial load-tests, which covered 30 to 40 Internet Web pages of PHH's site. The enterprise company continues conducting those tests every few months, or with major site upgrades.

The upgrade in service delivered via the Web site is impressive. Where PHH customers previously had to wait for monthly printed reports on the cars they were leasing, the Web site now offers them on-demand information for their leased **vehicles**. The data includes **maintenance records**, mileage **records** and motor **vehicle records** of car drivers.

Advertising such upgraded services and then not being able to deliver because of network overload not only would have been embarrassing, but also would have been detrimental to the company's business, executives said.

Since PHH was acquired by Cendant about 18 months ago, its IT needs have grown even greater, executives said. As a result, the Web site has had to expand to include a host of additional data.

"PHH's Web site has become an on-demand site where a customer can log in with a secured password. So PHH was concerned because they've never done this huge of an enterprise Web site before, and it was critical that they got good response time," Bolstridge said.

"Intuitively, we just know that we'd better have double the (bandwidth and computer) power necessary to serve our customers," Lutz added.

Customer Profile

Company: PHH Vehicle Management Service

Location: Hunt Valley, Md.

IT Executives: Mickey Lutz, vice president of information technology; Glen Schulze, quality assurance manager

The End Game: Offer enhanced services to large corporate customers on Web site.

Partner Profile

Company: Ovation Software Testing Inc.

Location: Boston

Integrator Executive: Rich Bolstridge, president

The Game Plan: Load-test all key applications on revamped E-business Web site to ensure that customer demand will not overwhelm server capability and services can be maintained.

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**CONSUMER ACTION CENTER LEMON LAW WON'T COVER USED CAR, SO TRY TO GET
WARRANTY HONORED**

Atlanta Journal-CONSTITUTION (AJ-CONSTITUTION) - Sunday, February 7, 1999
By: Kevin Caston
Section: Business Page: D/(CONSTITUTION): 07
Word Count: 325

MEMO:
Home

TEXT:

Each Sunday, we feature questions from consumers who call the WSB Consumer Action Center. If you have a consumer question, you can get answers by calling the number below, weekdays, 10 a.m.-7 p.m. 404-892-8227

Q: I bought a used car in December that turned out to be a lemon. I've had continuous problems with it since I drove it off the lot. I've taken it to three different repair shops to get it fixed but to no avail. The car came with a 90-day warranty, but the dealer refuses to even look at the car. Also, I found out the dealership doesn't have a license to operate in the state. What can I do? --- T.T., Atlanta

A: Unfortunately, because it's a used car, you can not file a claim under the state's lemon laws. These laws cover problems with new cars only. Besides trying to pressure the dealer to honor the 90-day warranty before it runs out, there's really nothing you can do. You can always sue the dealer, which will cost you more money. Also, you can file a complaint against the dealership with the state Board Registration of Used Motor Vehicle Dealers (404-656-2282) to report that the dealership is operating without a license. Keep in mind, however, that the licensing board probably won't help you get your car fixed or your money back.

Here are some tips when purchasing used cars: Test drive the car and have it inspected by a diagnostic mechanic. If the dealer refuses, that should tell you not to buy that car or any other car from that dealer. Go to the Edmund's **Web site** (www.edmunds.com) to find out what a **vehicle** is worth. Know the **repair record** for the model you're considering, and only buy a car with a good repair **record**. Check with Consumer Reports, which lists repair records for used cars, price ranges and used cars to avoid.

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DIALOG(R) File 810:Business Wire
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0614894 BW0247

AUTO CLUB SO CAL: Auto Club helps car owners and travelers become savvy shoppers on the Internet

August 15, 1996

Byline: Business Editors/Automotive Writers
Dateline: LOS ANGELES
Time: 13:51 PT
Word Count: 395

LOS ANGELES--(BUSINESS WIRE)--Aug. 15, 1996--Car owners and travelers who cruise cyberspace can retrieve consumer information to buy or maintain their vehicles, research potential travel destinations and discounts and book travel plans online, according to the Automobile Club of Southern California, which has launched a World Wide Web home page at <http://www.aaa-calif.com/>.

Among the 300,000 Web sites currently available, more than 4,000 relate to travel. Visitors to the Auto Club Web site can find a scope of travel and vehicle ownership information at one Internet address rather than searching dozens more for the same type of information.

"Auto Club Web site visitors can access travel, automotive and insurance information provided by industry experts and do it when it's most convenient for them," said Layna J. Browdy, corporate communications manager for the Auto Club.

By visiting the Auto Club Web site, browsers can access the following:

- auto ownership, maintenance and insurance, including tips on what to do following a vehicle accident or breakdown and local listings for Auto Club approved repair facilities and DMV services;
- auto travel planning tips; hotel and attraction discount information;
- cruise and tour package information and preliminary booking for select tour packages; shopping for quality travel maps, international guide books and childrens' travel activity books through the Auto Club Bookstore;
- current CalTrans traffic reports from color maps of California highways and freeways; and
- detail regarding Auto Club travel, roadside assistance, insurance and DMV services, Auto Club **history** and news, traffic safety, and travel and **vehicle maintenance** information.

At the **Web site**, red keys identify those services available exclusively to Auto Club members, including member-only travel and retail discounts, personalized travel planning assistance, calendar of events and AAA hotel and restaurant ratings; auto insurance and auto financing quotations, updated lists of Auto Club-approved vehicle repair facilities and bulletin boards where they can share travel and automotive information with other Auto Club members.

The Automobile Club of Southern California, the largest affiliate of the American Automobile Association, has been serving members since 1900. Today, the Auto Club's 4.3 million members benefit by the organization's emergency road service, public safety programs, travel planning, highway and transportation safety programs, automotive pricing, buying and financing programs, automobile and homeowners insurance and legislative advocacy.

CONTACT: Automobile Club of Southern California
Layna J. Browdy/Jeffrey Spring, 213/741-4410

2/9/1 (Item 1 from file: 471)

DIALOG(R) File 471:New York Times Fulltext 1980-2005/Jan 05

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03885690 115894990408

G.M. Sales Fell in March, Missing Auto Makers' Boom

MICHELLE KREBS

New York Times, Late Edition - Final ED, COL 03, P 5

Thursday April 8 1999

DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English

RECORD TYPE: Fulltext SECTION HEADING: SECTC

Word Count: 680

ABSTRACT:

General Motors Corp missed out on sizzling vehicle sales in March, reporting its car and truck sales fell 2.2 percent, to 458,345 cars and trucks, compared with sales in year-earlier period; sales rose 5.9 percent for the quarter (M)

TEXT:

DETROIT, April 7 - The General Motors Corporation missed out on sizzling vehicles sales in March, reporting today that its car and truck sales fell more than 2 percent from those in the month a year earlier.

Every auto maker except G.M., Mazda and Suzuki reported higher sales in March, and some set March and first-quarter records.

Analysts had forecast a 2 percent gain, but G.M. said its total sales fell 2.2 percent in March, to 458,345 cars and trucks, compared with sales in the period a year earlier. For the quarter, G.M.'s car and truck sales rose 5.9 percent. G.M.'s share of the United States car and truck market stood at 29.6 percent in March, according to **Morgan & Company**, an **automotive research** and forecasting firm in West Olive, Mich. That is down from 32.7 percent last year and below the auto maker's goal of 32 percent for the year.

Shares of G.M. fell \$4.375, or nearly 5 percent, to \$86.6875.

Roy S. Roberts, G.M.'s vice president and group executive for North American vehicle sales, service and marketing, said he hoped G.M. would end the year "somewhere north of 30 percent" for market share. He attributed lower March sales to several factors, including problems in G.M.'s vehicle-ordering system for dealers, the reorganization in January of G.M.'s field operation, which assists dealers, and shipping problems in Canada.

Most significant, however, G.M.'s sales of trucks, the hottest part of the vehicle market, dropped 5.9 percent in March compared with sales in the month a year earlier. The sales decrease was largely a result of G.M.'s inability to maintain production of its new full-size Chevrolet Silverado pickup truck to keep up with demand. G.M. has been unable to make up truck production lost last summer during a two-month strike at two parts plants in Michigan that closed almost all of G.M.'s North American assembly plants.

Mr. Roberts estimated G.M. could have sold 15,000 more full-size pickup trucks had it been able to produce them. Sales of G.M.'s small pickup trucks also declined, company officials said, because of heavy incentives offered by competitors. Still, G.M. plans to build 250,000 more trucks this year than last year.

Based on the strength of its new compact Oldsmobile Alero and Pontiac Grand Am and its new midsize cars, like the Buick Regal and Century, G.M.'s March car sales rose 1.1 percent, to 251,539 vehicles, even though it is selling three fewer models than it was a year ago. However, sales of G.M.'s large cars and luxury automobiles, another hot part of the market, fell.

Cadillac, which held onto the luxury vehicle leadership only by instituting a year-end sales blitz in 1998, had a 15.7 percent sales decline in March. Cadillac ranked fifth behind Lincoln, Mercedes-Benz, Lexus and BMW in luxury-vehicle sales for the month and the quarter. Though Cadillac added the Escalade, a full-size sport utility vehicle, to its lineup to compete against the phenomenally successful Lincoln Navigator this year, Cadillac car sales across the board, including the relatively new flagship Seville, were down in March and for the quarter.

G.M., along with other auto makers, vastly underestimated the strength

of vehicle sales for the first quarter and planned its production accordingly. Instead of the market selling at an annual rate of 15.2 million vehicles as G.M. had predicted, the market ran at a rate of nearly 17 million vehicles in the quarter, said Mike DiGiovanni, G.M.'s chief forecaster.

Indeed, at the start of 1999, G.M. forecasters predicted annual sales would total between 15 million and 15.5 million cars and trucks. They have since increased their forecast to about 15.7 million. In total, auto makers sold 1,536,258 cars and light trucks in March, up 7.8 percent compared with results in the same month a year earlier, according to **Morgan & Company**

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